

# I/DD Program Bulletin



Lunch and Learn Calls for consumers, advocates and other stakeholders are every Wednesday at 12:00 p.m.

Email questions to:

[kancare.ombudsman@kdads.ks.gov](mailto:kancare.ombudsman@kdads.ks.gov)

Lunch and Learn Calls for providers are Every Monday and Friday from 11:00 a.m. to 12:00 p.m.

Email questions to:

[providerforum@kdads.ks.gov](mailto:providerforum@kdads.ks.gov)

Upcoming **Training Schedules** are available online at **[kdads.ks.gov](http://kdads.ks.gov)** under the "Provider Information" tab

## Bulletin Update for February 14, 2014

- + KDADS Website Improvements
- + Lunch and Learn Calls
- + Billing and Claims
  - KMAP Issues
  - TPL Q & A document
- + Information Regarding the Provider Issues Tracking Link
- + Sunflower Contact Information
- + CDDO Information
  - Weekly Calls with CDDOs
  - Reporting of Deceased Members
  - Porting/Transferring of Cases
- + Targeted Case Manager Information
  - Weekly Calls with Targeted Case Managers
  - Targeted Case Manager Updates

### KDADS Website:

Bookmark this address: [http://www.aging.ks.gov/HCBSPProvider/IDD\\_Provider\\_Index.html](http://www.aging.ks.gov/HCBSPProvider/IDD_Provider_Index.html)

KDADS has been working on updating its website to make it easier for Providers to find critical information. The website will be updated regularly, and it will include information about Policies and Procedures that are posted for comment and review, copies of the weekly Provider Bulletins, and links to recent presentations. The website is still a "work in progress" so bear with us as we continue to make improvements over the next few weeks.

**Lunch and Learn Calls for Providers:** KDADS hosts bi-weekly calls with I/DD system providers to address KanCare implementation issues. Calls are scheduled for Mondays and Fridays from 11:00-12:00 noon, we anticipate the calls will continue through the first quarter of 2014. Callers may submit questions to [PROVIDERFORUM@kdads.ks.gov](mailto:PROVIDERFORUM@kdads.ks.gov).

Registration for the calls is required (and must be completed by the day prior to the call) and can be completed at the following website: [http://www.kdads.ks.gov/CSP/IDD/KanCare\\_Imp/IDD\\_Implementation\\_Calendar.html](http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html)

**Call in Number: 1.866.620.7326**  
**Conference Code: 4283583031**

If you experience difficulty registering for the Lunch and Learn calls you may also register by sending your name in an email to [providerforum@kdads.ks.gov](mailto:providerforum@kdads.ks.gov).

**Lunch and Learn Calls for Consumers and Other Stakeholders;** KDADS hosts weekly calls with I/DD system consumers and stakeholders to address KanCare implementation issues. Calls are scheduled for Wednesdays from 12:00 to 1:00, we anticipate these calls will continue through the first quarter of 2014. Callers may submit questions to [kancare.ombudsman@kdads.ks.gov](mailto:kancare.ombudsman@kdads.ks.gov)

Registration for the calls is required and can be completed at the following website:  
[http://www.kdads.ks.gov/CSP/IDD/KanCare\\_Imp/IDD\\_Implementation\\_Calendar.html](http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html)

**Call in Number: 1.866.620.7326**  
**Conference Code: 4283583031**

If you want to register for any of the calls you must do so by close of business the day before the call, on the day of the call you can still register by sending your name in an email to [providerforum@kdads.ks.gov](mailto:providerforum@kdads.ks.gov).

## **Billing and Claims:**

✚ **KMAP Issues:** KMAP was temporarily down on Thursday, which caused minor problems for providers trying to bill. The service functions on the KMAP website were restored by 6:00 pm on Thursday afternoon. Claims issues related to KMAP problems resulted in one provider have a higher than normal denials from the MCOs. The notable issue is that KMAP/EDI indicated that claims were rejected last week (as a batch) when in fact only a few were denied. This resulted in the provider resubmitting the whole batch, and then getting denials for duplicate claims. Alternatively, some claims were identified as “paid” by fee-for-service and were not sent to the MCO for processing. The claims are expected to be paid by KMAP on Friday. KDADS will continue to monitor these claims. Other providers have noticed this problem and reported it to KMAP. It has been corrected, and proactive steps are being taken to notify the affected providers. Providers should be able to resume billing as normally without further interruption.

✚ **KMAP Billing:** Providers who are using the KMAP/EDI front-end billing and the MCO billing portals should wait a few days after submitting a claim for them to appear in the MCO system for review in the MCO web portal. Claims that are submitted will be accepted and processed for payment; however, if a duplicate claim is submitted in the meantime it will be denied. Providers have already started receiving payments and are providing positive feedback about the billing turnaround time. If you are experiencing any concerns related to billing and claims, please contact the MCO through the Member Representative, the Care Coordinator Education activities will continue to ensure limited billing concerns.

✚ **Third Party Liability (TPL) Q & A Document:** The TPL Frequently Asked Questions are available online for providers to review. You can access them on the Provider Information page online by the following link: [http://www.aging.ks.gov/HCBSPProvider/IDD\\_Provider\\_Index.html](http://www.aging.ks.gov/HCBSPProvider/IDD_Provider_Index.html).

If you have additional questions regarding TPL please contact [JOsterhaus@kdheks.gov](mailto:JOsterhaus@kdheks.gov).

**Information Regarding the Provider Issue Tracking Link:** KDADS has developed an online Provider Issue Tracking Application where issues or concerns you are experiencing with MCOs can be posted for KDADS and the MCO to view and track. This option is available to assist you during the transition period and provides an additional outlet to the multiple provider calls, and multiple forums to have your concerns noted by the state and sent directly to the MCOs. This application is not intended to replace developing good working relationships with the MCOs. We encourage you to work through your issues directly with the provider representative of the respective MCO and utilize the grievance and appeal process.

For Provider Resources and Information, please visit the MCO websites, below.

Amerigroup- [www.amerigroup.com/pages/ks.aspx](http://www.amerigroup.com/pages/ks.aspx)

Sunflower- [www.sunflowerstatehealth.com/for-providers/provider-resources/](http://www.sunflowerstatehealth.com/for-providers/provider-resources/)

UHC- [www.uhccommunityplan.com/health-professionals/ks.html](http://www.uhccommunityplan.com/health-professionals/ks.html)

The Issue Tracking Application is available to all KDADS providers, including those authenticated to use the KDADS Web Application. This tool is designed to replace the current notification process of issues by email and will allow KDADS to more efficiently track issues across multiple commissions to ensure timely responses to concerns. Please register for the Issue Tracking Application following the steps below. Additional training will be provided during a future Lunch and Learn Call.

### Access to the Issue Tracking Log

**KDADS Provider Information Page**

**KDADS Provider Issue Tracking**

Welcome to the KDADS Provider Issue Tracking application.

Are you a KDADS Web Apps User? ☐ Yes, click this link: **Web Applications**

☐ NO, click this link: **Provider Log-in**

**KDADS Provider Issue Tracking - Provider**

Registration Information **Apply Changes** **Issue Tracking List** **Provider Instructions**

\*Sign-In Name  First and Last Name without spaces or punctuation is preferred format.

\*E-Mail Address  **New Password**  (Must be at least 10 characters (no spaces).)

\*Select Your Provider Name  **Provider Name (if not found within list)**

\*First Name  \*Last Name

Address  City  State  Zip Code

\*Phone

Share Issues With Those Listed (move from list on the left to list on the right to select)  
Only users under the same Provider Name (KDADS) are listed below.

AMBER MONZON-HERNANDEZ	<input type="checkbox"/>
AMBER PURCELL	<input type="checkbox"/>
AMY HALL	<input type="checkbox"/>
AMY SMIS-SHONKA	<input type="checkbox"/>
ANGELA HAGEN	<input type="checkbox"/>

Those listed on the right column will be able to view issues posted by AQUILA JORDAN.

**Provider Instructions**

The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.

Each person posting an issue must first register (create a self-authenticated account or use their KDADS Web Application log-in).

Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.

When creating an account, a Provider name can be entered. This provider name can be used by others and enables the creation of a list of users for the same provider.

If you wish to share your issue with others within your Provider name, you can select them from the displayed list, after they have created an account and used the same Provider name.

If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.

An issue can only be entered and posted. Once posted your issue can be viewed, but can not be updated.

Pressing the **Post Issue** button posts the issue to the **Provider Issue Tracking Application** and notifies the **MOC (if selected)** and **KDADS**.

**Provider User Manual**

**Issue Tracking Log Provider Manual**

- ✚ This is a **Provider** Issue Tracking Log. For Consumer issues, please contact the KanCare Ombudsman at [KanCare.Ombudsman@kdads.ks.gov](mailto:KanCare.Ombudsman@kdads.ks.gov).
- ✚ This will allow you to keep track of your issues in one place. Adding an issue to the tracking log will send an email to KDADS. We will review your issue and send an email to confirm receipt and to start the process to review the issue. You can log back into the Issue Tracking Log at any time and see the issues that you have posted and the ones that have been resolved.
- ✚ Please review the **Provider User Manual** to help answer any questions. Additional training will be provided during a Lunch and Learn Call.

**Sunflower Contact Information:** Sunflower is committed to making the implementation of LTSS services for members with IDD a success. They were recently notified that some of the care coordinators have business cards with incorrect “direct dial numbers”. The incorrect business cards had limited distribution at the TCM-Care Coordinator Summit and Open House events last week. The correct number 1-877-644-4623) for Sunflower was also printed on those business cards.

- ✚ Care Coordinators can be reached using the 1-877-644-4623
- ✚ Letters will be sent to all members that identifies who their Care Coordinator and how to contact them.
- ✚ Provider information will be provided and included on the Sunflower website regarding how to contact care coordinators including an alpha list of IDD Care Coordinators with regions served and correct contact information.
- ✚ Additional information will be provided to the NurseWise/Call Center to provide members and their families with correct contact information for Care Coordinators over the weekend.

### **CDDO Information:**

- ✚ **Weekly Calls with CDDOs:** CDDO calls will continue weekly on Thursday’s at 11:00. CDDOs should call 1.866.620.7326 conference code 4283583031.
- ✚ **Reporting of Deceased Members:** Reporting for members of I/DD programs who have expired can be done through the KAMIS web application. The 3160 report can then be sent to DCF for case closure.
- ✚ **Porting and Transferring of Cases:** With the implementation of KanCare, porting of HCBS funding is no longer needed. However, the Porting/Transferring form is still a useful tool for transferring of cases between CDDOs. This transfer can be done in KAMIS.
- ✚ **Plans of Care for Periods Prior to 2/1/14:** Plans of Care that are for periods prior to February 1, 2014 but did not get submitted timely for the changeover should be submitted by the CDDO to its assigned approver (either Sandra Andrews or Sandy Chatham. The notes should include why submission of the POC was delayed (ex. awaiting coding, awaiting Medicaid approval, etc.)
- ✚ **Plans of Care for Periods after 2/1/14:** Plans of Care that are for periods after February 1, 2014 should be submitted to the MCO

### **Targeted Case Manager Information:**

- ✚ **Weekly Calls with Targeted Case Managers:** KDADS began weekly conference calls with TCM’s. The calls will be held on Tuesday’s from 3:00 pm to 4:00 pm. TCMs should call 1.866.620.7326 conference 2850442124.
- ✚ **Targeted Case Manager Updates as of February 14, 2014**

KDADS will continue to meet with Targeted Case Managers to assist them in understanding their role under KanCare. KDADS is always willing to conduct small group meetings with TCMs to answer questions and share information as needed. We had a wonderful time in Wyandotte County and look forward to more opportunities to address any concerns that TCMs may have. Thank you to all the providers who have shared insights and historical billing practices.

As stated on Tuesday’s TCM call, KDADS will continue to review TCM billing. In the meantime, TCMs need to bill in whole units and should use actual time spent working and recording this in the individual consumer’s case record. We will provide further clarification and direction. In the meanwhile, please join the calls on Tuesday and send any questions to [hcbs-ks@kdads.ks.gov](mailto:hcbs-ks@kdads.ks.gov)